

You have selected the following practice:
HANNAGE BROOK MEDICAL CENTRE

When did you last see a doctor at your GP surgery or health centre?

	%	N
In the past 3 months	52	67
Between 3 and 6 months ago	25	32
More than 6 months ago	24	31
I have never been seen at my present GP surgery or health centre	*	*
Total		130

If you haven't seen a doctor in the past 6 months, why is that?

	%	N
I haven't needed to	97	29
I couldn't be seen at a convenient time	*	*
I couldn't get to the surgery easily	*	*
I didn't like or trust the doctors	*	*
Another reason	*	*
Total		30

How do you normally book your appointments to see a doctor or nurse at your GP surgery or health centre?

	%	N
In person	25	32
By phone	94	122
By fax machine	*	*
Online	8	10
Digital TV	*	*
Doesn't apply	*	*
Total		130

Which of the following methods would you prefer to use to book appointments at your GP surgery or health centre?

	%	N
In person	25	32
By phone	87	112
By fax machine	*	*
Online	21	27
Digital TV	*	*
No preference	*	*
Total		129

In the past 6 months, how easy have you found the following: Getting through on the phone

	%	N
Haven't tried	10	12
Very easy	53	66
Fairly easy	33	41
Not very easy	*	*
Not at all easy	*	*
Don't know	*	*
Total		125

In the past 6 months, how easy have you found the following: Speaking to a doctor on the phone

	%	N
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Haven't tried	44	51
Very easy	19	22
Fairly easy	16	18
Not very easy	*	*
Not at all easy	*	*
Don't know	9	10
Total		115

In the past 6 months, how easy have you found the following: Speaking to a nurse on the phone		
	%	N
Haven't tried	54	64
Very easy	17	20
Fairly easy	9	11
Not very easy	*	*
Not at all easy	*	*
Don't know	13	15
Total		118

In the past 6 months, how easy have you found the following: Getting test results on the phone		
	%	N
Haven't tried	52	60
Very easy	17	19
Fairly easy	10	12
Not very easy	*	*
Not at all easy	*	*
Don't know	13	15
Total		115

In the past 6 months, have you tried to see a doctor fairly quickly? By 'fairly quickly' we mean on the same day or in the next 2 weekdays the GP surgery or health centre was open.		
	%	N
Yes	57	73
No	42	54
Can't remember	*	*
Total		129

Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next 2 weekdays the GP surgery or health centre was open?		
	%	N
Yes	99	71
No	*	*
Can't remember	*	*
Total		72

If you couldn't be seen within the next 2 weekdays the GP surgery or health centre was open, why was that?		
	%	N
No appointments	*	*
Time didn't suit me	*	*
I didn't want to see that doctor	*	*
I could have seen a nurse but I wanted to see a doctor	*	*
Appointment was at a different branch	*	*
Another reason	*	*
Can't remember	*	*
Total		*

In the past 6 months, have you tried to book ahead for an appointment with a doctor? By 'booking ahead' we mean booking an appointment more than 2 full weekdays in advance.		
	%	N
Yes	47	61
No	52	68
Can't remember	*	*
Total		130

Last time you tried to, were you able to get an appointment with a doctor more than 2 full weekdays in advance?		
	%	N
Yes	93	56
No	*	*
Can't remember	*	*
Total		60

How easy do you find it to get into the building at your GP surgery or health centre?		
	%	N
Very easy	91	117
Fairly easy	8	10
Not very easy	*	*
Not at all easy	*	*
Total		128

How clean is your GP surgery or health centre?		
	%	N
Very clean	85	110
Fairly clean	15	19
Not very clean	*	*
Not at all clean	*	*
Don't know	*	*
Total		129

In the reception area, can other patients overhear what you say to the receptionist?		
	%	N
Yes, but I don't mind	59	77
Yes, and I am not happy about it	21	27
No, other patients can't overhear	13	17
Don't know	8	10
Total		131

How helpful do you find the receptionists at your GP surgery or health centre?		
	%	N
Very helpful	60	78
Fairly helpful	39	51
Not very helpful	*	*
Not at all helpful	*	*
Total		131

How long after your appointment time do you normally wait to be seen?		
	%	N
I don't normally have appointments at a particular time	*	*
I am normally seen at my appointment time	10	12
Less than 5 minutes	11	14

5 to 15 minutes	57	72
16 to 30 minutes	15	19
More than 30 minutes	*	*
Can't remember	*	*
Total		126

How do you feel about how long you normally have to wait?		
	%	N
I don't normally have to wait too long	67	84
I have to wait a bit too long	20	25
I have to wait far too long	*	*
No opinion/doesn't apply	8	10
Total		126

Is there a particular doctor you prefer to see at your GP surgery or health centre?		
	%	N
Yes	66	84
No	34	44
There is usually only one doctor	*	*
Total		128

How often do you see the doctor you prefer to see?		
	%	N
Always or almost always	56	47
A lot of the time	31	26
Some of the time	13	11
Never or almost never	*	*
Not tried at this GP surgery or health centre	*	*
Total		84

How satisfied are you with the hours that your GP surgery or health centre is open?		
	%	N
Very satisfied	62	80
Fairly satisfied	25	33
Neither satisfied nor dissatisfied	11	14
Fairly dissatisfied	*	*
Very dissatisfied	*	*
I'm not sure when my GP surgery or health centre is open	*	*
Total		130

As far as you know, is your GP surgery open before 8am?		
	%	N
Yes	39	49
No	13	17
Sometimes	31	39
Don't know	17	21
Total		126

As far as you know, is your GP surgery open at lunchtime?		
	%	N
Yes	43	51
No	18	22
Sometimes	*	*

Don't know	37	44
Total		119

As far as you know, is your GP surgery open after 6.30pm?		
	%	N
Yes	36	45
No	*	*
Sometimes	33	41
Don't know	26	32
Total		124

As far as you know, is your GP surgery open on Saturdays?		
	%	N
Yes	9	11
No	51	62
Sometimes	*	*
Don't know	36	44
Total		121

As far as you know, is your GP surgery open on Sundays?		
	%	N
Yes	*	*
No	68	81
Sometimes	*	*
Don't know	33	39
Total		120

Would you like your GP surgery or health centre to open at additional times?		
	%	N
Yes	46	59
No	54	69
Total		128

Which one of the following additional times would you most like the GP surgery or health centre to be open? Please pick one answer showing the time you would most like it to be open.		
	%	N
Before 8am	*	*
At lunchtime	*	*
After 6:30pm	*	*
On a Saturday	63	25
On a Sunday	*	*
Total		40

Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Giving you enough time		
	%	N
Very good	65	85
Good	28	37
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		130

Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Asking about your symptoms		
	%	N
Very good	60	77
Good	34	44
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		129

Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Listening to you		
	%	N
Very good	63	81
Good	30	38
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		128

Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Explaining tests and treatments		
	%	N
Very good	53	69
Good	31	40
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		129

Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Involving you in decisions about your care		
	%	N
Very good	50	64
Good	30	39
Neither good nor poor	9	11
Poor	*	*
Very poor	*	*
Doesn't apply	9	12
Total		128

Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Treating you with care and concern		
	%	N
Very good	61	77
Good	32	41
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		127

Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? - Taking your problems seriously		
	%	N
Very good	57	74

Good	33	43
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	*	*
Total		130

Did you have confidence and trust in the doctor you saw?		
	%	N
Yes, definitely	74	95
Yes, to some extent	23	30
No, not at all	*	*
Don't know/Can't say	*	*
Total		128

How easy is it for you to get an appointment with a practice nurse at your GP surgery or health centre?		
	%	N
Haven't tried	18	23
Very easy	36	46
Fairly easy	39	50
Not very easy	*	*
Not at all easy	*	*
Don't know	*	*
Total		129

Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following? - Giving you enough time		
	%	N
Very good	54	67
Good	32	40
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	10	13
Total		125

Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following? - Asking about your symptoms		
	%	N
Very good	40	50
Good	34	43
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	22	28
Total		126

Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following? - Listening to you		
	%	N
Very good	46	58
Good	37	47
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	12	15
Total		126

Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following? - Explaining tests and treatments		
	%	N
Very good	43	54
Good	34	43
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	15	19
Total		126

Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following? - Involving you in decisions about your care		
	%	N
Very good	34	42
Good	28	34
Neither good nor poor	8	10
Poor	*	*
Very poor	*	*
Doesn't apply	28	34
Total		123

Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following? - Treating you with care and concern		
	%	N
Very good	50	63
Good	31	39
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	14	18
Total		126

Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following? - Taking your problems seriously		
	%	N
Very good	43	54
Good	30	37
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Doesn't apply	22	27
Total		125

In general, how satisfied are you with the care you get at your GP surgery or health centre?		
	%	N
Very satisfied	69	90
Fairly satisfied	27	36
Neither satisfied nor dissatisfied	*	*
Fairly dissatisfied	*	*
Very dissatisfied	*	*
Total		131

Would you recommend your GP surgery or health centre to someone who has just moved to your local area?		
	%	N
Yes, would definitely recommend	78	100

Yes, might recommend	16	20
Not sure	*	*
No, would probably not recommend	*	*
No, would definitely not recommend	*	*
Don't know	*	*
Total		128

Do you have any long-standing health problem, disability or infirmity? Please include anything that has troubled you over a period of time or that is likely to affect you over a period of time.		
	%	N
Yes	47	56
No	51	60
Don't know/Can't say	*	*
Total		118

Have you had discussions in the past 12 months with a doctor or nurse about how best to deal with your health problem?		
	%	N
Yes	89	50
No	*	*
Total		56

In these discussions, did the doctor or nurse take notice of your views about how to deal with your health problem?		
	%	N
Yes	94	46
No	*	*
Don't know	*	*
Not applicable	*	*
Total		49

In these discussions, did the doctor or nurse give you information about the things you might do to deal with your health problem?		
	%	N
Yes	90	45
No	*	*
Don't know	*	*
Not applicable	*	*
Total		50

In these discussions, did you and the doctor or nurse agree about how best to manage your health problem?		
	%	N
Yes	94	45
No	*	*
Don't know	*	*
Not applicable	*	*
Total		48

In these discussions, did the doctor or nurse give you a written document about the discussions you had about managing your health problem?		
	%	N
Yes	*	*
No	68	32
Don't know	*	*
Not applicable	*	*
Total		47

In these discussions, did you want a written plan summarising discussion with doctor or nurse?		
	%	N
Yes	*	*
No	67	32
Don't know	*	*
Not applicable	*	*
Total		48

In these discussions, did the doctor or nurse ever tell you that you had something called a 'care plan'?		
	%	N
Yes	*	*
No	70	33
Don't know	*	*
Not applicable	*	*
Total		47

Do you think that having these discussions with your doctor or nurse has helped improve how you manage your health problem?		
	%	N
Yes, definitely	48	22
Yes, to some extent	39	18
No, not at all	*	*
Don't know/Can't remember	*	*
Total		46

In the last 6 months, have you had enough support from local services or organisations to help you to manage your long-term health condition(s)?		
	%	N
Yes, definitely	34	17
Yes, to some extent	26	13
No	*	*
I have not needed such support	26	13
Don't know/can't say	*	*
Total		50

If you wanted to, would you know how to contact an out-of-hours GP service when the surgery or health centre is closed?		
	%	N
Yes	66	38
No	34	20
Total		58

In the past 6 months, have you tried to call an out-of-hours GP service when the surgery or health centre was closed?		
	%	N
Yes, for myself	*	*
Yes, for someone else	*	*
No	81	47
Total		58

How easy was it to contact the out-of-hours GP service by telephone?		
	%	N
Very easy	*	*
Fairly easy	*	*
Not very easy	*	*
Not at all easy	*	*

Don't know/didn't make contact	*	*
Total		11

Were you prescribed or recommended any medicines by the out-of-hours GP service you contacted?		
	%	N
Yes	*	*
No	*	*
Don't know/doesn't apply	*	*
Total		11

How easy was it to get these medicines?		
	%	N
Very easy	*	*
Fairly easy	*	*
Not very easy	*	*
Not at all easy	*	*
Total		*

How do you feel about how quickly you received care from the out-of-hours GP service?		
	%	N
It was about right	*	*
It took too long	*	*
Don't know/doesn't apply	*	*
Total		11

Overall, how do you feel about the care you received from the out-of-hours GP service?		
	%	N
Very good	*	*
Good	*	*
Neither good nor poor	*	*
Poor	*	*
Very poor	*	*
Don't know/doesn't apply	*	*
Total		11

Are you male or female?		
	%	N
Male	43	56
Female	57	74
Total		130

How old are you?		
	%	N
18 to 24	*	*
25 to 34	*	*
35 to 44	11	14
45 to 54	20	26
55 to 64	25	32
65 to 74	20	26
75 to 84	12	16
85 or over	*	*
Total		130

Which of these best describes what you are doing at present?		
	%	N
Full-time work	33	40
Part-time work	20	25
Full-time education	*	*
Unemployed	*	*
Permanently sick or disabled	*	*
Fully retired from work	34	42
Looking after the home	*	*
Doing something else	*	*
Total		123

In general, how long does your journey take from home to work (door to door)?		
	%	N
Up to 30 minutes	52	32
31 minutes - 1 hour	31	19
More than 1 hour	*	*
I live on site	*	*
Total		62

If you need to see a doctor at your GP surgery or health centre during your typical working hours, can you take time away from your work to do this?		
	%	N
Yes	72	46
No	28	18
Total		64

In general, would you say your health is?		
	%	N
Excellent	10	13
Very good	27	35
Good	40	51
Fair	20	26
Poor	*	*
Total		129

Do you have any of the following long-standing conditions? Please include problems which are due to old age.		
	%	N
Hearing impairment	14	17
Visual impairment	*	*
A condition that limits basic physical activities	22	27
A learning difficulty	*	*
Psychological or emotional condition	*	*
Other	28	34
Do not have a long-standing condition	50	61
Total		121

Are you a deaf person who uses sign language?		
	%	N
Yes	*	*
No	100	125
Total		125

Are you a parent or a legal guardian for any children aged under 16 currently living in your home?		
	%	N
Yes	13	16
No	87	109
Total		125

Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?		
	%	N
Yes	8	10
No	92	114
Total		124

What is your ethnic group?		
	%	N
British	97	124
Irish	*	*
Any other White background	*	*
White and Black Caribbean	*	*
White and Black African	*	*
White and Asian	*	*
Any other mixed background	*	*
Indian	*	*
Pakistani	*	*
Bangladeshi	*	*
Any other Asian background	*	*
Caribbean	*	*
African	*	*
Any other Black background	*	*
Chinese	*	*
Any other ethnic group	*	*
Total		128

Which of the following best describes how you think of yourself?		
	%	N
Heterosexual/Straight	95	118
Gay/Lesbian	*	*
Bisexual	*	*
Other	*	*
I would prefer not to say	*	*
Total		124

Which of the following best describes your religion?		
	%	N
None	22	28
Buddhist	*	*
Christian (including Church of England, Catholic, Protestant, and other Christian)	72	93
Hindu	*	*
Jewish	*	*
Muslim	*	*
Sikh	*	*
Other	*	*
I would prefer not to say	*	*
Total		129